

By e-mail

Our ref:2889

Ms Ellen Blacow
request-711449-4ba32f62@whatdotheyknow.com

Friday 08 January 2021

Dear Ms Blacow,

I am writing to confirm that the University has now completed its search for the information which you requested on 07 December 2020.

You requested the following:

1. How much did the university spend on broadband in the 2019/20 financial year?

Brunel University London spent £68k on broadband in financial year 2019/20.

2. Who is your internet network provider?

Brunel University London internet network provider is JISC, Janet and Virgin.

3. What is the average network speed on each of your campuses?
Please list the name of each campus and the internet speed for each.
Here is a tool for testing speed if needed:
<https://www.uswitch.com/broadband/speedtest/>

Brunel University London average network speed will vary between 50-100mb/s dependant on location.

4. What percentage of each university campus is covered by wifi?
Please list the name of each campus and the percentage of wifi coverage.

Brunel University London coverage for the halls of residence is 100%. The geographic location coverage is 75%.

5. Between January 2015 and December 2020, how many times have you switched network providers

Brunel University London haven't switched network providers between January 2015 and December 2020.

6. How many broadband routers do you have across all campus buildings?

Brunel University London have 8 broadband routers across campus buildings.

7. Do you have fibre-optic broadband in any campus buildings?

Brunel University London does have fibre-optic broadband in campus buildings.

8. Do any of the university-owned halls of residence require an ethernet cable as opposed to wifi? If yes, please list the names of the halls of residence.

Brunel University London can confirm that all halls of residences have both ethernet and WIFI in each room.

9. Do any of the university-owned halls of residence have the option to connect to both an ethernet cable and wifi? If yes, please list the names of the halls of residence.

Brunel University London can confirm all the halls of residences have both WIFI and ethernet connections.

10. Do you have a data destruction policy?

Brunel University London has a University Records Retention and Disposal Policy, which was last updated on 21/02/2019.

11. Between January 2015 and December 2020, how many student complaints has the university received relating to the "internet", "WiFi" and "broadband"? Please list the number of complaints per calendar year.

Brunel University London doesn't hold any data regarding complaints prior to January 2017. Please see the below table showing the number of complaints Brunel University London have received from students regarding internet/WIFI/broadband

Academic Year	Number of complaints
September 2019 to date (06/01/2021)	30
January 2017 to September 2019	185
Total number of complaints	215

We believe we have provided you with all the information you requested. However, if you are unhappy with the way the University has handled your request, or with the information you have received, you may ask for an internal review. You can do this by sending a letter to:

Chief Information Officer
Brunel University London
UXBRIDGE
UB8 3PH

or by sending an e-mail to foirequests@brunel.ac.uk.

If we are unable to resolve your complaint to your satisfaction, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Customer Contact
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Sincerely,



Amy Pocknee
Deputy Data Protection Officer